

Supplier Inventory Upload FAQ

For suppliers sending stock to Siemme.

Recommended format

- Use the Siemme Recommended Standard Format when possible.
- Download the CSV template or Excel XLSX template from the FAQ page.
- Accepted spreadsheet files: CSV, XLS, and XLSX.
- For automated FTP/SFTP feeds, CSV UTF-8 is recommended.

Can I use my own format?

Yes. If you already export inventory from your own system, send one sample CSV, XLS, or XLSX file. Siemme will map the columns once and confirm the format for regular uploads.

Minimum fields

Needed	stock ID, stone type, shape, carat, color, clarity, price, currency, availability, location
Helpful	lab, certificate number, cut, polish, symmetry, fluorescence, measurements, image URL, video URL, certificate URL

Upload options

- Manual upload: use the Supplier inventory upload page after login and submit the stock file from the browser.
- FTP/SFTP upload (recommended): repeat suppliers can request a private feed route for scheduled stock refresh.
- Email upload: send the file to info@siemme.com with company name, currency, locations, hold terms, update frequency, and media links.
- Siemme processes each file, recomputes totals, flags missing fields, zero prices, duplicate certificates, and price math mismatches before stock is used.

When will inventory appear?

- First supplier uploads do not appear in buyer search immediately.
- A clean first file is normally reviewed within one business day during soft launch.
- Missing fields, new column mapping, pricing issues, media gaps, or FTP/SFTP setup can take longer.
- Approved repeat FTP/SFTP feeds refresh on the agreed supplier schedule. Configured automated feeds can be checked hourly, but buyer-visible stock updates only after validation and live publish are complete.